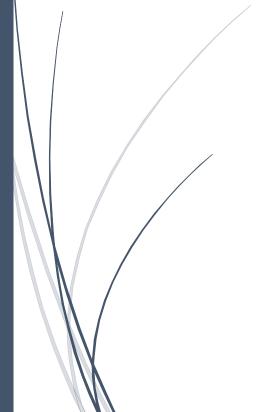
# FFA Web Application USER GUIDE

Rev. 01/2021



DEPARTMENT OF SOCIAL SERVICES – Community Care Licensing Division

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# 1. Accessing the FFA Web-Application

Open your web browser and enter the following URL in the address:

https://www.ccld.dss.ca.gov/FFA/Login.aspx

(You may want to bookmark this site or add it to your favorites).

## 2. Creating a User Account

Access the website and click on "Sign up for FFA Web Application"



Effective January 1, 2018, a Resource Family may be placed on inactive status for a period of time that may not exceed two years. The FFA Web Application has been updated to allow FFAs to report when a Resource Family is placed on or taken off inactive status.

FFA Web Application: the approach to home approval for Community Care Licensing (CCL)/Foster Family Agencies (FFA)/Resource Family Homes (RFH)

FFA Web Application is built on the idea that FFA/Sub offices can approve and rescind and edit information about their Resource Family Homes as well as edit Certified Family Homes using an Extranet Web application. Now you can streamline the process with a paperless work process and rapid web response. For help, please review the FFA Web Application <u>User Guide</u> or the <u>Frequently Asked Questions</u> document.



The Community Care Licensing Division (CCLD) of the California State administration promotes the health, safety, and quality of life of each person in community care by promoting continuous improvement throughout the community care licensing system, strategies to increase voluntary compliance, providing technical assistance to care providers and by working collaboratively with clients, their families, advocates, care providers, placement agencies, and others involved in community care.

This FFA Web Application concerns actions of an existing FFA who would like to approve, rescind, and edit the information about their homes and the FFA information. <u>Learn more</u> about CCLD.





Adam Walsh Child Protection and Safety Act of 2006

Background Check Information

# 2. Creating a User Account (cont'd)

Enter information in each field.

\*\*Please note: Passwords must be in a minimum of eight characters and must contain at least three of the following four items:

- Lowercase letters
- Uppercase letters
- Numbers
- Punctuation



Effective January 1, 2018, a Resource Family may be placed on inactive status for a period of time that may not exceed two years. The FFA Web Application has been updated to allow FFAs to report when a Resource Family is placed on or taken off inactive status.

Sign up for a new account on this page. Your account gives you access to the FFA Web Application and the ability to certify and decertify homes.

Your password must be at least 8 characters long and contain at least three of the following four items:

- · Lowercase letters
- Uppercase letters
- Numbers
   Punctuation
- If you already have an account but forgot your password, please

Back to Sign in to FFA Web Application

Account

Sign Up for Your New Account

User Name:

Password:

Confirm Password:

E-mail:

Security Question:

Security Answer:

Click "Create User" to create your account.

# 2. Creating a User Account (cont'd)

You should see a message "Your Account has been successfully created."



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Sign up for a new account on this page. Your account gives you access to the FFA Web Application and the ability to certify and decertify homes.

Your password must be at least 8 characters long and contain at least three of the following four items:

- Lowercase lettersUppercase lettersNumbers

- Punctuation

If you already have an account but forgot your password, please go to the Forgot Password page.



## 3. Signing in

#### Enter your Username and Password, then click "Sign in" button



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This FFA Web Application concerns actions of an existing FFA who would like to approve, rescind, and edit the information about their home and the FFA information. Learn more about CCLD.



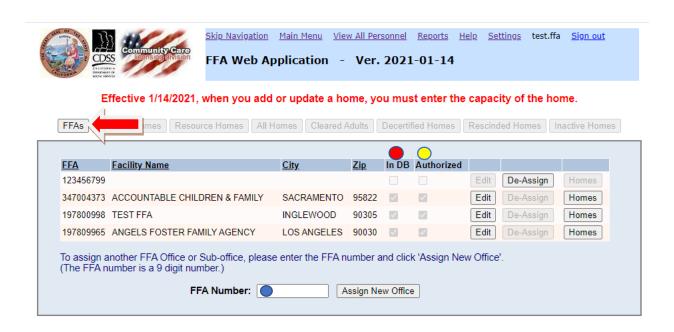
Sign up for FFA Web Application

Adam Walsh Child Protection and Safety Act of 2006

Background Check Information

## 4. FFA Tab – Setting up your FFAs

This is the first screen you will see after signing in. It is called the "FFA Tab".



You will need to assign your FFAs to your account. To do this: enter the FFA facility number in this field and click "Assign New Office" button. Repeat this step to add each FFA or sub-office for which you are responsible.

After Adding your FFAs, they will display on the screen.

The FFA web app administrator will be required to give you authorization to work on the FFAs you added to your account. A check in the "Authorized" column means that you have permissions to make changes to the FFA or sub-office.

After the FFA Web App Administrator has given the authorization, he or she will send an email confirming that your request to add an FFA has been completed.

A check in the "In DB" column means that the FFA is a valid FFA in the CCLD system.

# 5. Editing FFA Information

To edit FFA information, click on the "Edit" button to the right of the FFA you want to edit.



## 5. Editing FFA Information (cont'd)

After clicking the "Edit" button, the web app will display the FFA Edit screen. Only the fields available for edit are displayed here.

Place your cursor in the field you wish to edit.



When you are finished, click on the "Save" button.

After editing your FFA and clicking on the "Save" button, you should see a message, "Save was successful."



To return to the FFA tab, click on the "Back" button to proceed.

## 6. FFA Tab - Accessing Homes

To access the homes associated to an FFA, click on the "Homes" button to the right of the FFA. The FFA web app will display the Approved Homes tab.



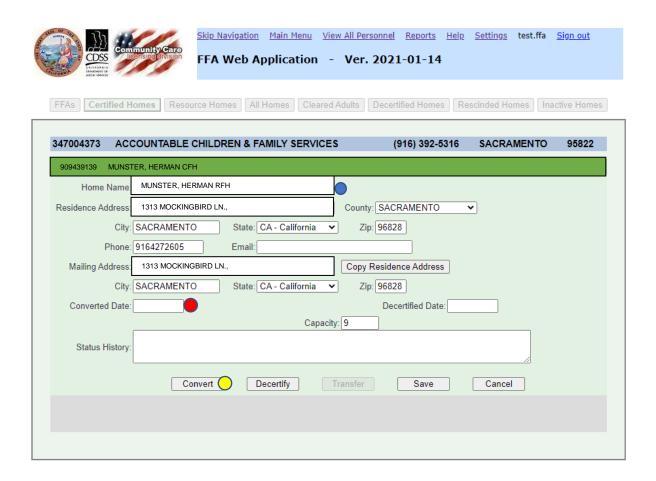
#### 7. Certified Homes Tab

a. Converting a Certified Family Home to a Resource Family Home

To convert a CFH, click on the "Edit" button to the right of the CFH.



a. Converting a Certified Family Home to a Resource Family Home (cont'd)



- Change CFH to RFH in the "Home Name" field.
- Add date the home was converted in the "Converted Date" field.
- Olick on the "Convert" button at the bottom of the screen.

A pop-up window will appear asking you to confirm your choice.

- a. Converting a Certified Family Home to a Resource Family Home (cont'd)
- When all necessary fields are entered, you will receive a confirming message "Save was successful" at the bottom of the screen.



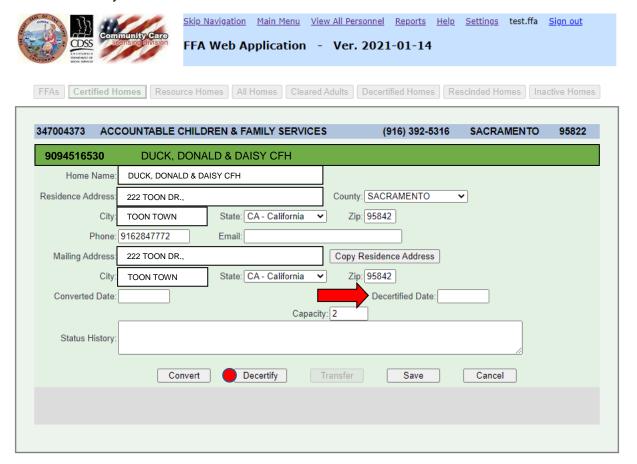
Click the "Back" button to proceed. Feel free to check the Certified Homes and Resource Homes tabs to ensure the newly converted home is listed correctly.

#### b. Decertifying a Certified Family Home

On the Certified Homes tab, find the home you want to decertify. Click the "Edit" button.

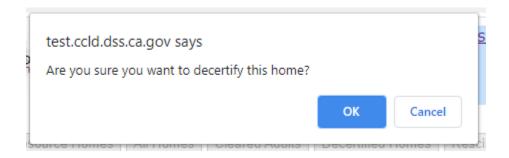


The edit screen will be displayed. Enter the decertification date, and then click on the "Decertify" button to decertify the CFH.



#### b. Decertifying a Certified Family Home (cont'd)

After clicking the "Decertify" button, a dialog box will pop up asking "Are you sure you want to decertify this home?" Click "OK" to decertify or "Cancel" to cancel the process.



The home is now decertified. "Save was successful" is displayed, and the home is now highlighted in yellow.



Click the "Back" button to proceed.

#### 8. Cleared Adults Tab

Before approving a new home, you must check to make sure that the individual has received a background clearance and is associated to your Foster Family Agency.

From the "FFA" tab, select the FFA you wish to work in.

Click the "Homes" button to the right of the FFA.



## 8. Cleared Adults Tab (cont'd)

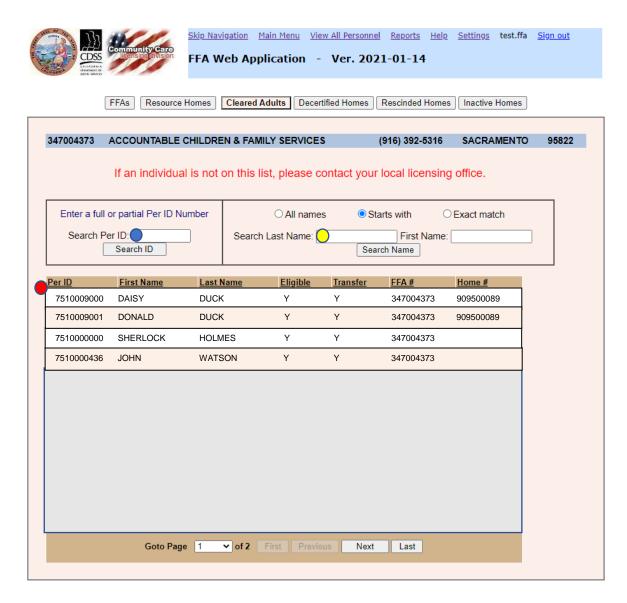
#### a. Verifying Adult(s) have received a background check

On the "Cleared Adults" tab, all individuals associated to the selected FFA (or sub-office) are displayed. Before adding a new RFH, make sure that the individual has received a background clearance by searching for him/her through the "Cleared Adults" tab. (A "Y" in the Eligible column means the individual has received a background clearance).

Please note: If an individual you are searching for is not on this list, please contact your local licensing office.

On the Cleared Adults tab, you may search for an individual in three ways:

- 1) By PER ID
- O 2) By Last Name
- By scrolling through the list of individuals



## 9. Resource Family Homes Tab

#### a. Adding a New Resource Family Home

To access the RFHs associated to an FFA, click on the "Homes" button to the right of the FFA. The FFA web app will display the Approved Homes tab.

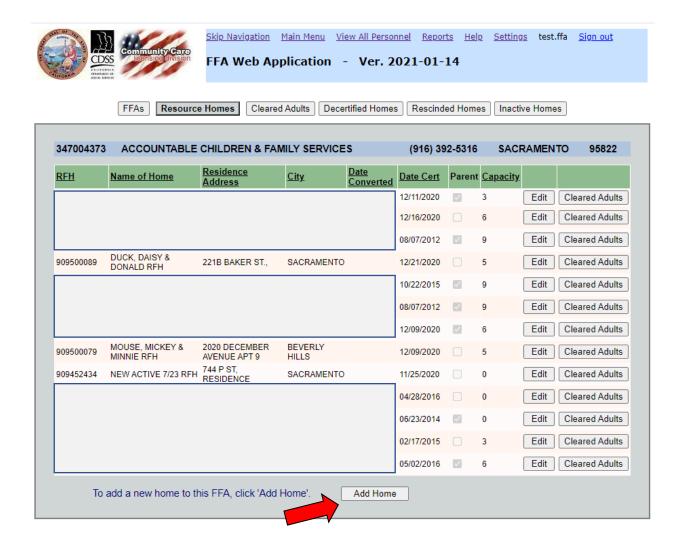


a. Adding a New Resource Family Home (cont'd)

The Resource Homes Tab displays all approved Resource Homes currently associated to the selected FFA.

On the RFH tab, there are a number of functions available:

- Add a new RFH
- Edit a RFH
- Associate a cleared adult to a RFH



To add a new home, click the "Add Home" button.

a. Adding a New Resource Family Home (cont'd)

The FFA web app will display the "Add Home" screen. All fields on this screen must be completed using ALL Caps except for numbers.

- Home Name = LAST NAME, FIRST NAME RFH
- Licensee Name = FFA Name
- Residence Address including City and Zip
- County of location of Home
- Phone Number
- Email Address of Parent(s)
- Mailing Address including City and Zip unless same, click "Copy Address"
- Approval Date [MM/DD/YYYY]
- Capacity



When you have completed all fields, click the "Add as RFH" button.

After clicking "Add as RFH", you should see the message: "Save was Successful."

Click the "Back" button to proceed.

The web app will display the Cleared Adults tab.

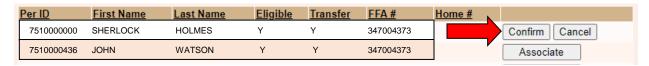
#### b. Associating Cleared Adults to Resource Family Home

Next you need to associate an individual to the RFH that you just added.

To do this, search for the individual, then click the "Associate" button to the right of the individual.



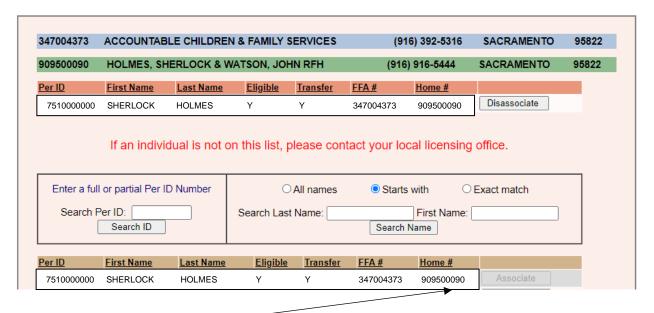
Next, click the "Confirm" button to complete the process. You may click "Cancel" to cancel the process.



b. Associating Cleared Adults to Resource Family Home (cont'd)

After clicking "Confirm", you will see that the "Associate" button has been grayed out and the individual is now associated to the RFH.

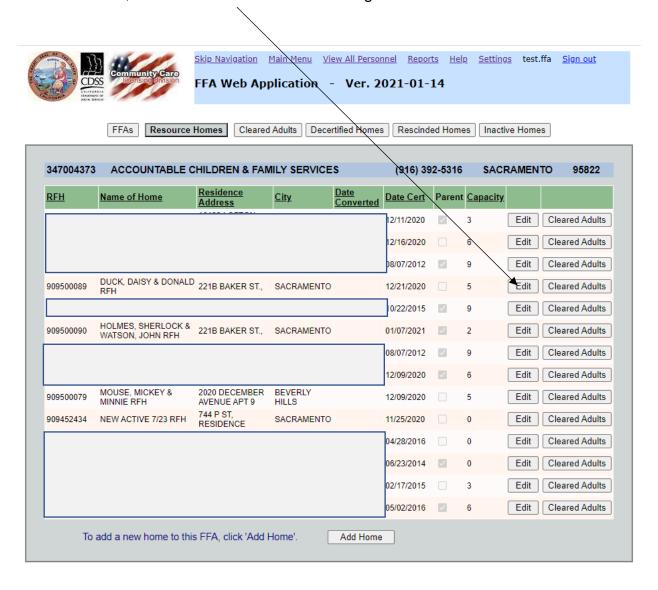
Do this step for each adult in the home.



The RFH number is now displayed next to the individual's name.

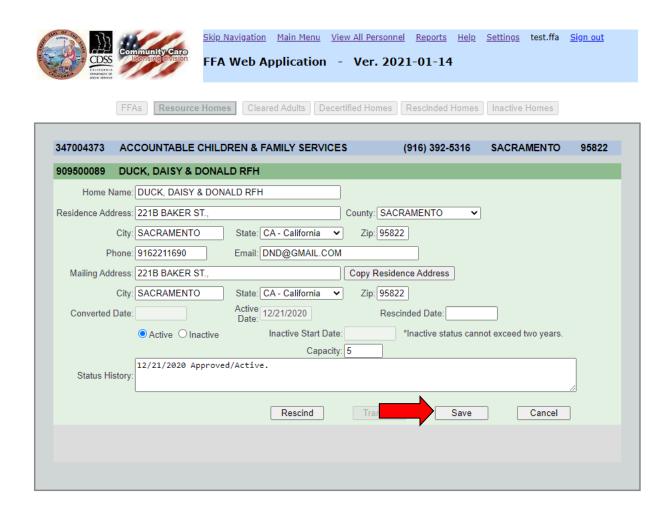
#### C. Editing a Resource Family Home

To edit an RFH, click on the "Edit" button to the right of the RFH.



#### c. Editing a Resource Family Home (cont'd)

The edit screen is displayed. Any fields on this screen may be edited. When you have made your changes, click the "Save" button.



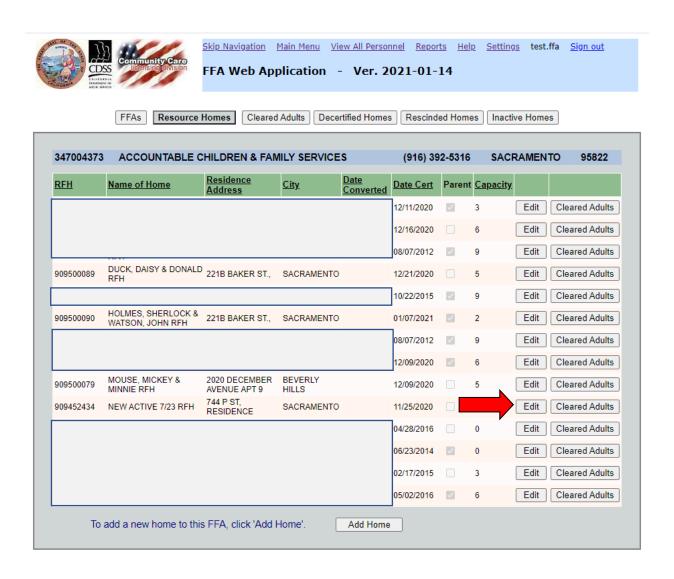
After clicking the "Save" button, a dialog box will pop up asking "Are you sure you want to save the changes?" Click "OK" to save or "Cancel" to cancel the process.

Once the edit(s) have been saved, "Save was successful" is displayed.

Click the "Back" button to proceed.

d. Rescinding a Resource Family Home

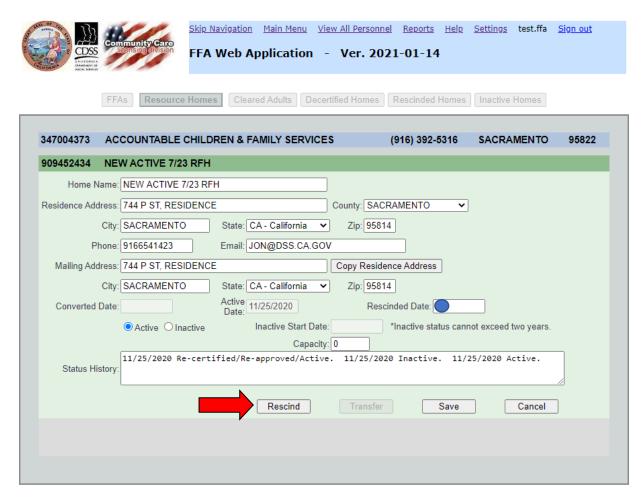
On the Resource Homes tab, find the home you want to Rescind. Click the "Edit" button.



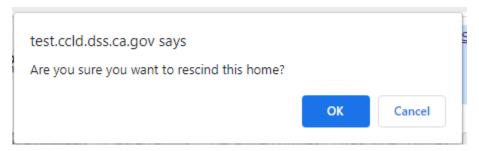
d. Rescinding a Resource Family Home (cont'd)

The edit screen will be displayed.

 Enter the "Rescinded Date", then click on the "Rescind" button to revoke approval of the RFH.



After clicking the "Rescind" button, a dialog box will pop up asking "Are you sure you want to rescind?" Click on "OK" to rescind or "Cancel" to cancel the process.



The home is now rescinded. "Save was successful" is displayed, and the home is now highlighted in yellow.

#### e. Reapproving a Resource Family Home

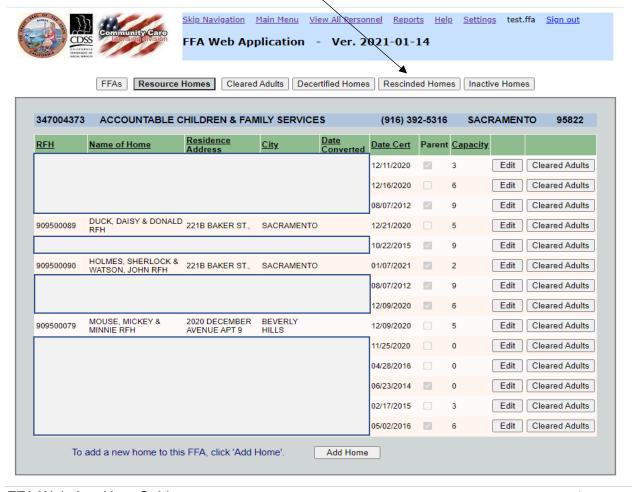
To reapprove a home, start by selecting the FFA by clicking the "Homes" button.



Effective 1/14/2021, when you add or update a home, you must enter the capacity of the home.



Next, click on the "Rescinded Homes" tab.



e. Reapproving a Resource Family Home (cont'd)

Find the home you want to reapprove.



Click the "Cleared Adults" button.

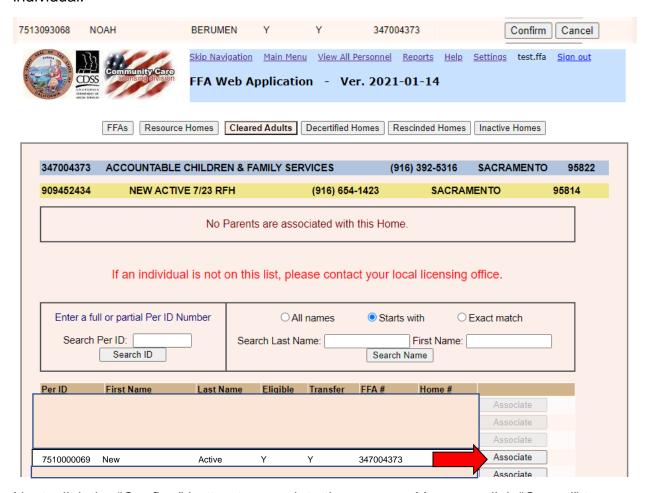
Before reapproving an RFH, make sure that the individual(s) you are searching for have received a background clearance in the "Cleared Adults" tab. (A "Y" in the Eligible column means the individual has received a background clearance).

Please note: If an individual you are searching for is not on this list, please contact your local licensing office.

#### e. Reapproving a Resource Family Home (cont'd)

Next you need to associate an individual to the Rescinded Home that you are reapproving.

To do this, search for the individual, then click the "Associate" button to the right of the individual.



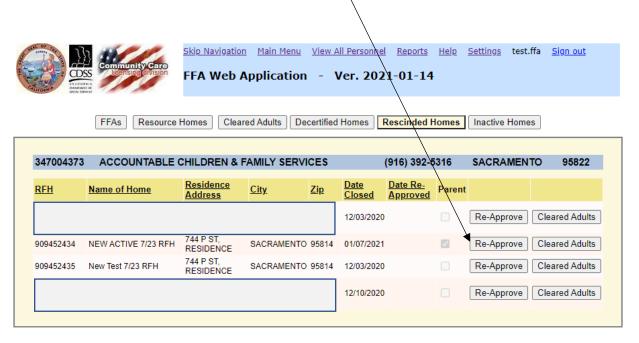
Next, click the "Confirm" button to complete the process. You may click "Cancel" to cancel the process.



Individual is now associated to the rescinded home.

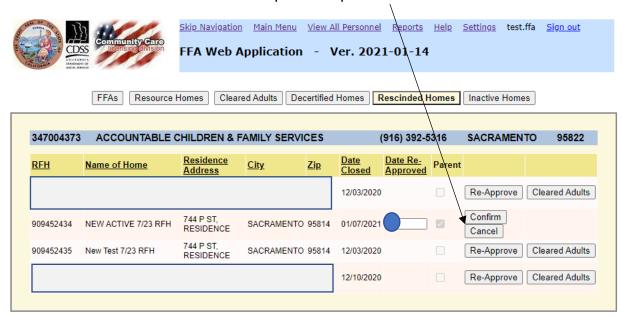
e. Reapproving a Resource Family Home (cont'd)

Find the home you want to reapprove, then click the "Re-Approve Home" button.



Add Re-Approval date in the "Date Re-Approved" field.

Next click "Confirm" or "Cancel" to complete the process.

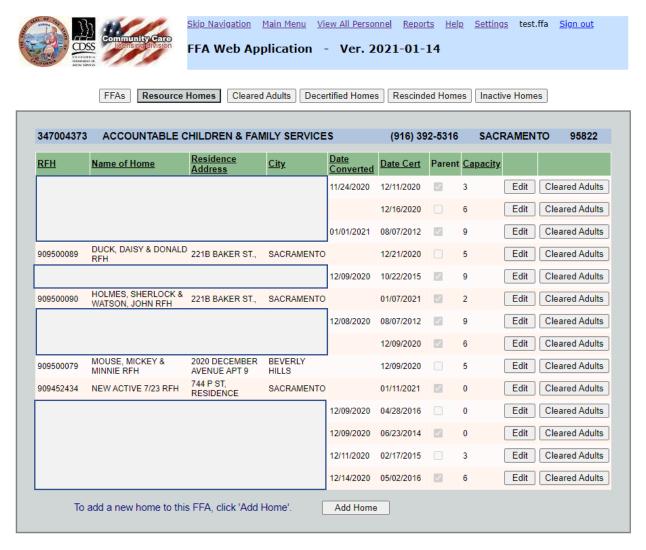


e. Reapproving a Resource Family Home (cont'd)

The home you reapproved has been removed from the "Rescinded Homes" tab.

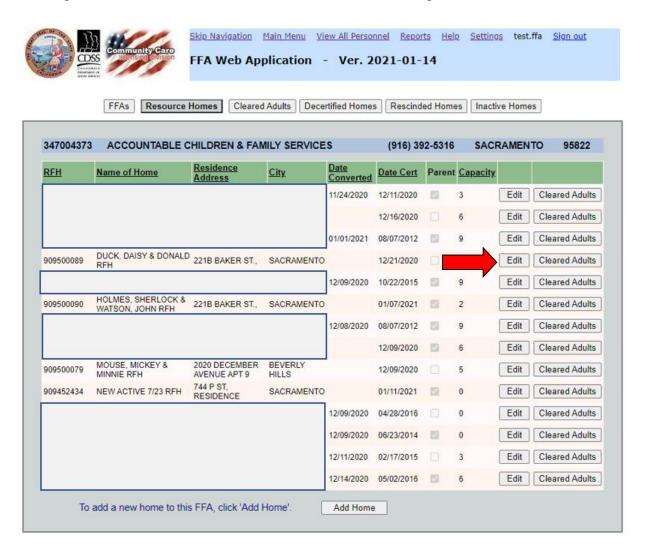
Click on the "Resource Homes" tab to see the newly reapproved home displayed on the list.

The reapproved home is now displayed on the "Resource Homes" tab.



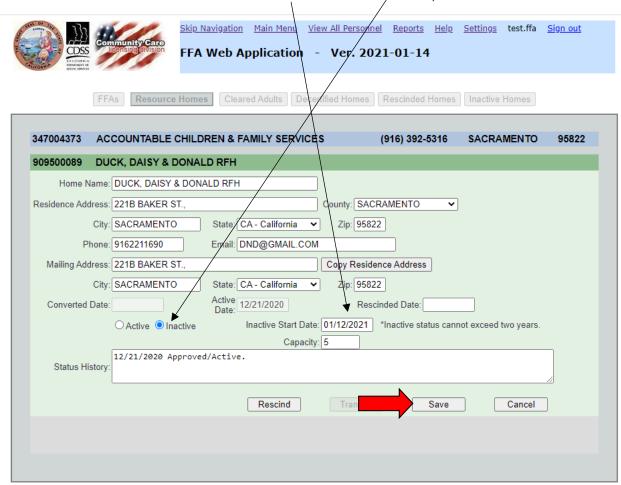
f. Placing a Resource Family Home on Active/Inactive Status

To assign Inactive status, click on the "Edit" button to the right of the RFH.



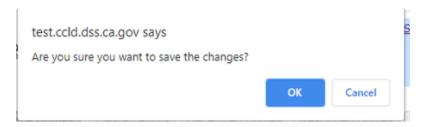
f. Placing a Resource Family Home on Active/Inactive Status (cont'd)

The home will begin in "Active" status. To change to "Inactive", toggle the status button, then enter the date the home became inactive. Once entered, click "Save".



f. Placing a Resource Family Home on Active/Inactive Status (cont'd)

After clicking the "Save" button, a dialog box will pop up asking "Are you sure you want to save the changes?" Click "OK" to save or "Cancel" to cancel the process.



Once the changes have been made, "Save is successful" is displayed, and the home is now "Inactive'.



Note that when looking for this home, it will no longer be listed under the 'Resource Homes' tab in the system.

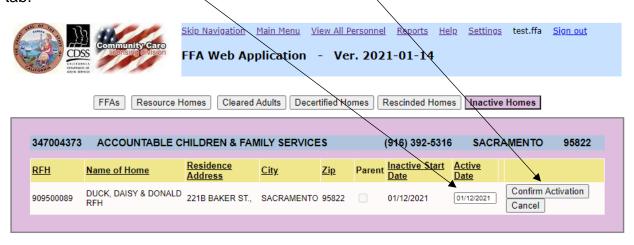
Click the "Back" button to proceed.

f. Placing a Resource Family Home on Active/Inactive Status (cont'd)

Click on the "Inactive Homes" tab to activate the home. Click on the "Activate RFH" button.

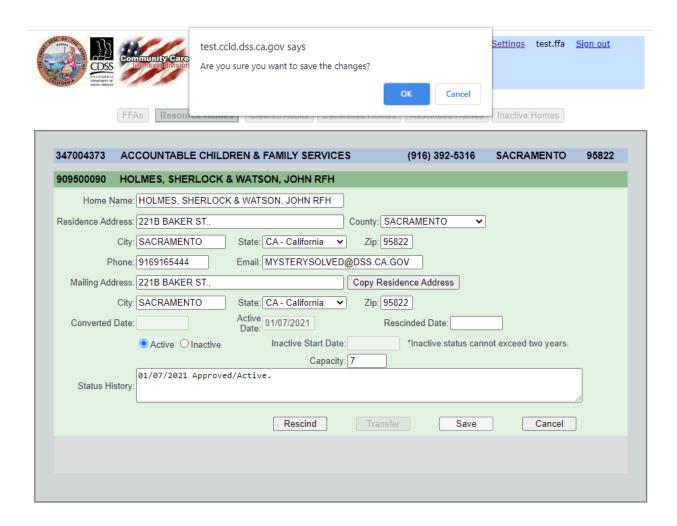


Enter the activation date and press "Confirm Activation" to complete the process. This will again move the home from the "Inactive Homes" tab, back to the "Resource Homes" tab.



### g. Changing Capacity

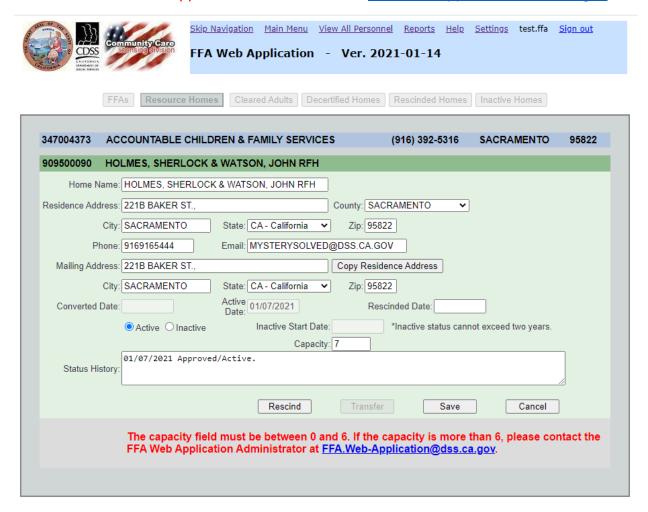
Enter capacity into "Capacity" field. Click "Save" button. A dialog box will pop up asking "Are you sure you want to save the changes?" Click "OK" to save or "Cancel" to cancel the process.



g. Changing Capacity (cont'd)

If capacity entered is 7 or greater, you will receive the below error message at the bottom of the edit screen:

The capacity field must be between 0 and 6. If the capacity is more than 6, please contact the FFA Web Application Administrator at FFAWeb-Application@dss.ca.gov.



#### User has three choices:

- 1. User can change capacity to up to 6.
- 2. User can Cancel the changes.
- 3. User can contact the FFA Web Application Administrator by sending an email <a href="mailto:FFAWeb-Application@dss.ca.gov">FFAWeb-Application@dss.ca.gov</a> if capacity is seven or greater.

g. Changing Capacity (cont'd)

Enter capacity from 0-6 into "Capacity" field. Click "Save" button. A dialog box will pop up asking "Are you sure you want to save the changes?" Click "OK" to save or "Cancel" to cancel the process.

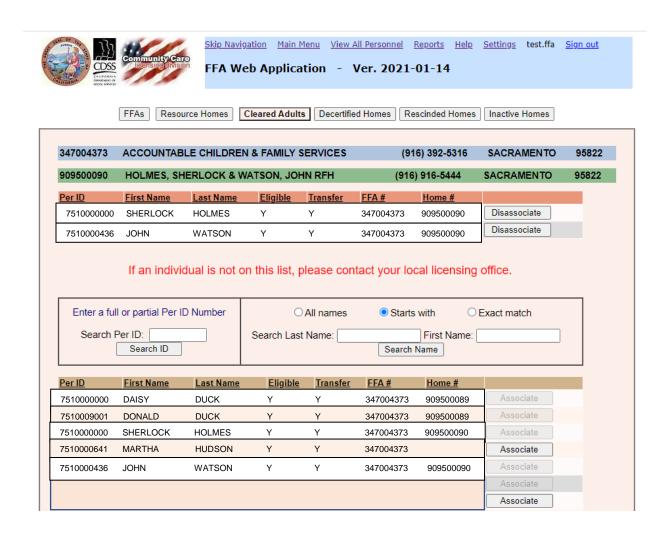
Once the edit(s) have been saved, "Save was successful" is displayed.



Click the "Back" button to proceed.

#### h. Associating a Cleared Adult to a Home

On the "Cleared Adults" tab, all individuals associated to the selected FFA are displayed. Before adding an individual to a home, make sure the individual has received a background clearance.



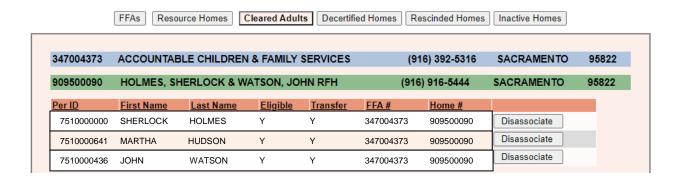
**Note:** If "Associate" button is grayed out/disabled the individual is either not cleared or showing associated to a different home.

Click "Associate", then "Confirm" to add individual to the home.



h. Associating a Cleared Adult to a Home (cont'd)

The associated cleared adult is now showing associated to the resource home.

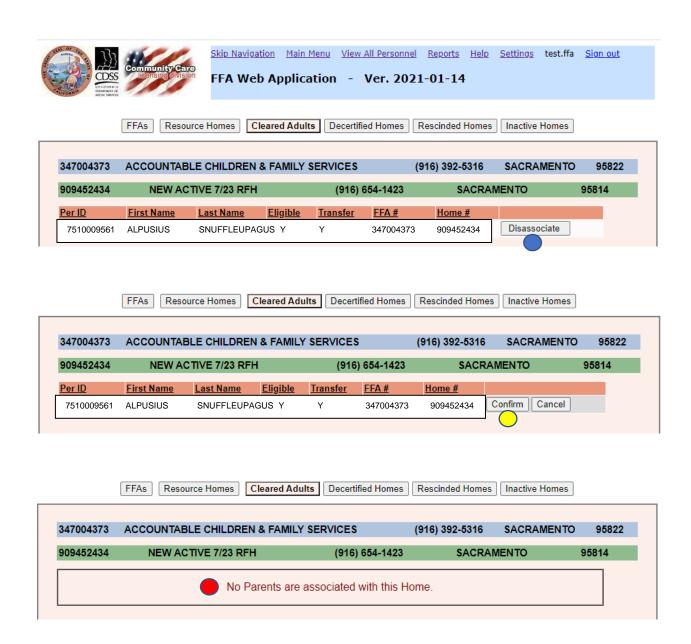


i. Disassociating a Cleared Adult from a Home

From the Resource Homes tab, select the home, and click the "Cleared Adults" button to the right of it.

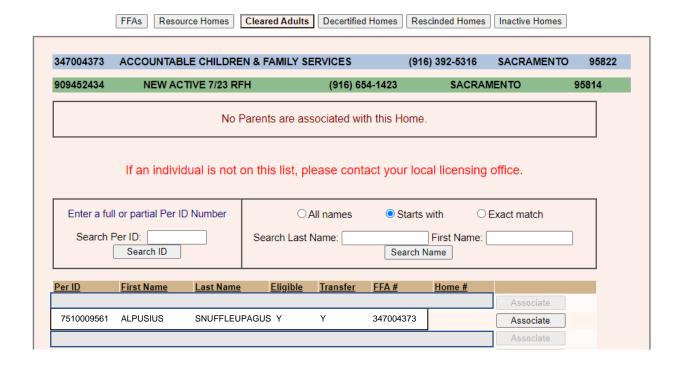


- i. Disassociating a Cleared Adult from a Home (cont'd)
- Click "Disassociate", then "Confirm". If there are no cleared adults associated to the home, a text box appears with "No Parents are associated with this Home".



i. Disassociating a Cleared Adult from a Home (cont'd)

The Cleared adult will appear on the list of cleared adults associated to the FFA.



#### 10. Links at the top of the screen

#### a. Skip Navigation

The "Skip Navigation" link is a feature available for visually impaired individuals. Click on this link if this applies to you.



#### b. Main Menu

The "Main Menu" link will direct you to the FFA tab. Click on this link at any time to return to the FFA tab.



Effective 1/14/2021, when you add or update a home, you must enter the capacity of the home.

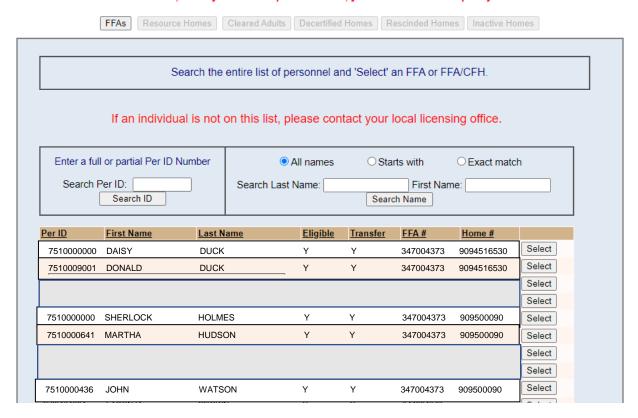


c. View All Personnel

Click on this link to display all individuals associated to your FFA(s).

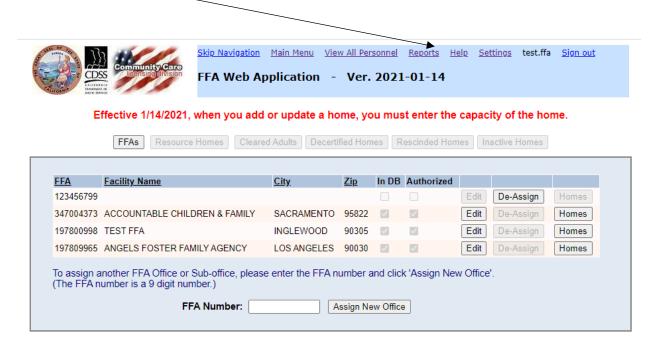


Effective 1/14/2021, when you add or update a home, you must enter the capacity of the home.



d. Reports

To view reports, click on the "Reports" link at the top of the screen.



This is the Reports page.

Community Caro Learning division	<u>Skip Navigat</u>		View All Personnel  b Application					Sign out	
Select a Report: FFA List	~	2. Enter the 'S	tions: neral type of report. earch' and 'Order' c now Report' button.	riteria.	1. Use choo		Page Set scape' or	up' and ientation. nu to print.	
Find an FFA:		full or partial FFA N FFAs, leave blank							
Order by: FFA#	•								
☑ Statistics only Show the number of FFAs or homes only (Un-check this box for detailed report)									
Show Report									

d. Reports (cont'd)

Report instructions are listed here:

- You may select the type of report you want by clicking the drop down in "Select a Report":
  - FFA List
  - Certified Homes
  - Decertified Homes
  - Resource Homes
  - Rescinded Homes
  - Inactive



You may sort your report in various ways by clicking the drop down in "Order by":

- FFA #
- Facility Name
- County, then by FFA#
- County, then by Facility Name

A list of RFHs or Rescinded homes can be sorted by:

- RFH number
- RFH name
- FFA#, then by RFH#
- FFA name, then by RFH name
- County, then by RFH#
- County, then by RFH name

d. Reports (cont'd)

After selecting your report type and order criteria, decide if you want a detailed report or statistics only.

If you want a detailed report, remove the check in this box and click "Show Report".



d. Reports (cont'd)

This is a sample of a detailed report.

REP	ORT:	<b>FFA</b>	List
-----	------	------------	------

Total records found: 4

1/13/2021 12:07:53 PM

Ordered by: FFA #

	FFAs	In DB	Authorized	Counties	Agents
Totals:	4	3	3	2	1

#### **FFA List**

FFA #         Facility         Phone         County         In DB         Auth         Agent           123456799         Res:         N         N         N         test.ffa           197800998         TEST FFA Res: Y37 PM STREET INGLEWOOD INGL
Res:
Res: Y37 PM STREET   INGLEWOOD   90305
Res: 1234 ANGELS STREET LOS ANGELES 90030
247044272 ACCOUNTABLE OUR DEEN SEAMINY (04C) 202 F24C CACRAMENTO V V 1-2-1/6-
347004373 ACCOUNTABLE CHILDREN & FAMILY (916) 392-5316 SACRAMENTO Y Y test.ffa Res: 5948 FREEPORT BLVD. SACRAMENTO 95822 mail: 5948 FREEPORT BLVD SACRAMENTO 95822

This is a sample of a report with totals only.

Close Report To print this report, please see the 'Print Instructions' above.

(Statistics Only)

1/13/2021 12:10:44 PM

REPORT: FFA List
Ordered by: FFA #

Total records found: 4

	FFAs	In DB	Authorized	Counties	Agents
Totals:	4	3	3	2	1

Clicking on the "Help" link will display the CCLD FFA Web administrator's information. Contact this individual if you have questions or need assistance.



<u>Skip Navigation</u> <u>Main Menu</u> <u>View All Personnel</u> <u>Reports</u> <u>Help</u> <u>Settings</u> test.ffa <u>Sign out</u>

FFA Web Application - Ver. 2021-01-14

For help, please review the FFA Web Application <u>User Guide</u>. You may also wish to review the <u>Frequently Asked Questions</u>.

For additional help, please contact the FFA Web App Administrator:

FFAWeb-Application@dss.ca.gov

# 10. Links at the top of the screen (cont'd) f. Settings

Click on the "Settings" link and you will see the Settings page.



On the Settings page, you can change your password or change your display preferences.

g. Change Password

Click on the "Change Password" button to access the Change Password screen.

This is the Change password screen. To change your password, enter:

- Your current password
- New Password
- Confirm New Password





#### Change your password on this screen.

Your password must be at least 8 characters long and contain at least three of the following four items:

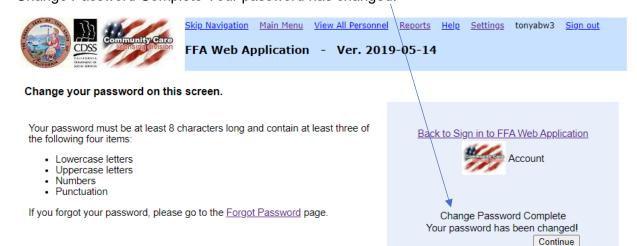
- · Lowercase letters
- Uppercase letters
- Numbers
- Punctuation

If you forgot your password, please go to the Forgot Password page.



After you have changed your password, you should see a confirmation message:

"Change Password Complete Your password has changed!"



h. Change preferences

Click on "Change Preferences" button to access the Change Preferences screen.



This is the Change Preferences screen. You may change the following:

- Your name
- The number of rows of homes displayed on the screen
- The number of individuals displayed on the screen (on the Cleared Adults tab)

After you click the "Save and Close" button, your changes can be seen immediately on the Homes and Cleared Adults tabs.



#### 11. Forgot my Password

If you do not remember your password, click on the "I cannot access my account" link.



Effective January 1, 2018, a Resource Family may be placed on inactive status for a period of time that may not exceed two years. The FFA Web Application has been updated to allow FFAs to report when a Resource Family is placed on or taken off inactive status.

FFA Web Application: the approach to home approval for Community Care Licensing (CCL)/Foster Family Agencies (FFA)/Resource Family Homes (RFH)

FFA Web Application is built on the idea that FFA/Sub offices can approve and rescind and edit information about their Resource Family Homes as well as edit Certified Family Homes using an Extranet Web application. Now you can streamline the process with a paperless work process and rapid web response. For help, please review the FFA Web Application User Guide or the Frequently Asked Questions document.



The Community Care Licensing Division (CCLD) of the California State administration promotes the health, safety, and quality of life of each person in community care by promoting continuous improvement throughout the community care licensing system, strategies to increase voluntary compliance, providing technical assistance to care providers and by working collaboratively with clients, their families, advocates, care providers, placement agencies, and others involved in community care.

This FFA Web Application concerns actions of an existing FFA who would like to approve, rescind, and edit the information about their homes and the FFA information. <u>Learn more</u> about CCLD.



Sign up for FFA Web Application

Adam Walsh Child Protection and Safety Act of 2006

**Background Check Information** 

Enter your User Name here and click "Submit".



Effective January 1, 2018, a Resource Family may be placed on inactive status for a period of time that may not exceed two years. The FFA Web Application has been updated to allow FFAs to report when a Resource Family is placed on or taken off inactive status.

If you provided your e-mail address when you signed up for your account, enter your User Name to the right. An e-mail will be sent to you with your temporary password.

If you did not provide an e-mail address when you signed up for your account, please contact the FFA Web Application Administrator at (323) 981-3300.



#### 11. Forgot my Password (cont'd)

Notice that your security question is displayed. You will need to answer your security question and click "Submit".



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#### Click "Back to Sign in to FFA Web-Application"



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If you provided your e-mail address when you signed up for your account, enter your User Name to the right. An e-mail will be sent to you with your temporary password.

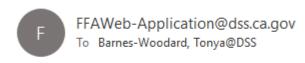
If you did not provide an e-mail address when you signed up for your account, please contact the FFA Web Application Administrator at (323) 981-3300.



#### 11. Forgot my Password (cont'd)

You will receive a temporary password in your email in-box:

#### Password



Please return to the site and log in using the following information.

User Name: test.ffa Password: wllQrbeho-[\_n8

You will need to sign into the web app using your Username and temporary password.

If you do not want to keep your temporary password, you may change it by following the "Change password" procedure on page 51.



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